



Lexmark 1400 Series

User's Guide



February 2007

www.lexmark.com

Lexmark and Lexmark with diamond design are trademarks of Lexmark International, Inc., registered in the United States and/or other countries. All other trademarks are the property of their respective owners.

© 2007 Lexmark International, Inc.

All rights reserved.

740 West New Circle Road
Lexington, Kentucky 40550

Important safety information

Use only the power supply and power supply cord provided with this product or the manufacturer's authorized replacement power supply and power supply cord.

Connect the power supply cord to a properly grounded electrical outlet that is near the product and easily accessible.

Refer service or repairs, other than those described in the user documentation, to a professional service person.

This product is designed, tested, and approved to meet strict global safety standards with the use of specific Lexmark components. The safety features of some parts may not always be obvious. Lexmark is not responsible for the use of other replacement parts.



CAUTIONS

Do not place or use this product near water or wet locations.

Do not set up this product or make any electrical or cabling connections, such as the power supply cord or telephone, during a lightning storm.

SAVE THESE INSTRUCTIONS.

Operating system notice

All features and functions are operating system-dependent. For complete descriptions:

- **Windows users**—See the *User's Guide*.
- **Macintosh users**—If your product supports Macintosh, see the Mac Help installed with the printer software.

Contents

- Finding information about the printer.....7**
- Setting up the printer.....11**
 - Checking the box contents.....11
- Networking the printer.....12**
 - Installing the printer on a network.....12
 - Finding your MAC address.....12
- Learning about the printer.....13**
 - Understanding the parts of the printer.....13
- Learning about the software.....15**
 - Using the printer software.....15
 - Using the Lexmark Imaging Studio.....15
 - Using the Solution Center.....16
 - Using Print Properties.....17
 - Opening Print Properties17
 - Using the Save Settings menu18
 - Using the I Want To menu.....18
 - Using the Options menu18
 - Using the Print Properties tabs.....18
 - Using the Toolbar.....19
 - Resetting printer software settings to defaults.....20
- Loading paper and various paper types.....21**
 - Loading paper.....21
 - Loading various paper types.....21
- Printing.....24**
 - Printing a document.....24
 - Printing a banner.....24
 - Printing cards.....24
 - Printing collated copies.....25
 - Printing envelopes.....25
 - Printing iron-on transfers.....26
 - Printing high-quality graphics.....26
 - Printing multiple pages on one sheet.....26
 - Printing the last page first (reverse page order).....27

Printing transparencies.....	27
Printing a Web page.....	27
Printing photos or images from a Web page.....	28
Working with photos.....	29
Using Print Properties to print borderless photos.....	29
Printing photos from the Photo Library.....	29
Printing Photo Packages.....	30
Creating photo projects.....	30
Creating Photo Greeting Cards	30
Creating and viewing a slideshow	31
Viewing a saved slideshow.....	31
Printing an image as a multiple-page poster	31
Maintaining the printer.....	32
Changing print cartridges.....	32
Removing a used print cartridge.....	32
Installing print cartridges.....	33
Achieving better print quality.....	34
Improving print quality	34
Aligning the print cartridges	34
Cleaning the print cartridge nozzles	34
Wiping the print cartridge nozzles and contacts.....	35
Preserving the print cartridges.....	36
Ordering supplies.....	36
Using genuine Lexmark print cartridges.....	37
Refilling a print cartridge.....	37
Recycling Lexmark products.....	37
Troubleshooting.....	38
Setup troubleshooting.....	38
Power light is not lit.....	38
Software does not install	38
Page does not print	39
Print troubleshooting.....	41
Improving print quality	41
Print speed is slow.....	41
Printer does not print or respond	42
Poor quality at the edges of the page.....	42
Poor text and graphic quality	43
Partial document or photo prints.....	44
Jams and misfeeds troubleshooting.....	44
Paper jam in the printer	44
Paper jam in the paper support	44

Paper or specialty media misfeeds.....	44
Printer does not feed paper, envelopes, or specialty media.....	45
Banner paper jams	45
Blinking power light troubleshooting.....	46
Power light blinks slowly	46
Power light blinks rapidly	46
Error messages troubleshooting.....	46
Cartridge Alert	46
Black cartridge replacement required	46
Color cartridge replacement required	46
Black and Color cartridge replacement required	47
Paper Jam	47
Out of Paper	47
Removing and reinstalling the software.....	47
Notices.....	48
Edition notice.....	48
Power consumption.....	50
Index.....	51

Finding information about the printer

Quick Setup sheet

Description	Where to find
The <i>Quick Setup</i> sheet gives you instructions for setting up hardware and software.	You can find this document in the printer box or on the Lexmark Web site at www.lexmark.com .

Getting Started or Setup Solutions booklet

Description	Where to find
<p>The <i>Getting Started</i> booklet gives you instructions for setting up hardware and software (on Windows operating systems) and some basic instructions for using the printer.</p> <p>Note: If your printer supports Macintosh operating systems, see the Mac Help:</p> <ol style="list-style-type: none">1 From the Finder desktop, double-click the Lexmark 1400 Series folder.2 Double-click the printer Help icon. <p>The <i>Setup Solutions</i> booklet tells you how to solve printer setup problems.</p> <p>Note: These documents do not ship with all printers. If you did not receive a <i>Getting Started</i> booklet or a <i>Setup Solutions</i> booklet, see the <i>User's Guide</i> instead.</p>	You can find this document in the printer box or on the Lexmark Web site at www.lexmark.com .

User's Guide

Description	Where to find
<p>The <i>User's Guide</i> gives you instructions for using the printer and other information such as:</p> <ul style="list-style-type: none">• Using the software (on Windows operating systems)• Loading paper• Printing• Working with photos• Scanning (if supported by your printer)• Making copies (if supported by your printer)• Faxing (if supported by your printer)• Maintaining the printer• Connecting the printer to a network (if supported by your printer)• Troubleshooting problems with printing, copying, scanning, faxing, paper jams, and misfeeds <p>Note: If your printer supports Macintosh operating systems, see the Mac Help:</p> <ol style="list-style-type: none">1 From the Finder desktop, double-click the Lexmark 1400 Series folder.2 Double-click the printer Help icon.	<p>When you install the printer software, the <i>User's Guide</i> will be installed.</p> <ol style="list-style-type: none">1 Click Start → Programs or All Programs → Lexmark 1400 Series.2 Click User's Guide. <p>If the link to the <i>User's Guide</i> is not on your desktop, follow these instructions:</p> <ol style="list-style-type: none">1 Insert the CD. The installation screen appears. Note: If necessary, click Start → Run, and then type D: \setup, where D is the letter of your CD-ROM drive.2 Click Documentation.3 Click View User's Guide (including Setup Troubleshooting).4 Click Yes. An icon of the <i>User's Guide</i> appears on your desktop, and the <i>User's Guide</i> appears on the screen. <p>You can also find this document on the Lexmark Web site at www.lexmark.com.</p>

Help

Description	Where to find
The Help gives you instructions for using the software, if your printer connects to a computer.	While in any Lexmark software program, click Help , Tips → Help , or Help → Help Topics .

Lexmark Solution Center

Description	Where to find
The Lexmark Solution Center software is included on your CD. It installs with the other software, if your printer connects to a computer.	<p>To access the Lexmark Solution Center:</p> <ol style="list-style-type: none">1 Click Start → Programs or All Programs → Lexmark 1400 Series.2 Select Lexmark Solution Center.

Customer support

Description	Where to find (North America)	Where to find (rest of world)
Telephone support	<p>Call us at</p> <ul style="list-style-type: none"> US: 1-800-332-4120 Monday–Friday (8:00 AM–11:00 PM ET) Saturday (Noon–6:00 PM ET) Canada: 1-800-539-6275 <i>English</i> Monday–Friday (8:00 AM–11:00 PM ET) Saturday (Noon–6:00 PM ET) <i>French</i> Monday–Friday (9:00 AM–7:00 PM ET) Mexico: 001-888-377-0063 Monday–Friday (8:00 AM–8:00 PM ET) <p>Note: Support numbers and times may change without notice. For the most recent phone numbers available, see the printed warranty statement that shipped with your printer.</p>	<p>Telephone numbers and support hours vary by country or region.</p> <p>Visit our Web site at www.lexmark.com. Select a country or region, and then select the Customer Support link.</p> <p>Note: For additional information about contacting Lexmark, see the printed warranty that shipped with your printer.</p>
E-mail support	<p>For e-mail support, visit our Web site: www.lexmark.com.</p> <ol style="list-style-type: none"> 1 Click CUSTOMER SUPPORT. 2 Click Technical Support. 3 Select your printer family. 4 Select your printer model. 5 From the Support Tools section, click e-Mail Support. 6 Complete the form, and then click Submit Request. 	<p>E-mail support varies by country or region, and may not be available in some instances.</p> <p>Visit our Web site at www.lexmark.com. Select a country or region, and then select the Customer Support link.</p> <p>Note: For additional information about contacting Lexmark, see the printed warranty that shipped with your printer.</p>

Limited Warranty

Description	Where to find (US)	Where to find (rest of world)
Limited Warranty Information Lexmark International, Inc. furnishes a limited warranty that this printer will be free of defects in materials and workmanship for a period of 12 months after the original date of purchase.	<p>To view the limitations and conditions of this limited warranty, see the Statement of Limited Warranty included with this printer, or set forth at www.lexmark.com.</p> <ol style="list-style-type: none"> 1 Click CUSTOMER SUPPORT. 2 Click Warranty Information. 3 From the Statement of Limited Warranty section, click Inkjet & All-In-One Printers. 4 Scroll through the Web page to view the warranty. 	<p>Warranty information varies by country or region. See the printed warranty that shipped with your printer.</p>

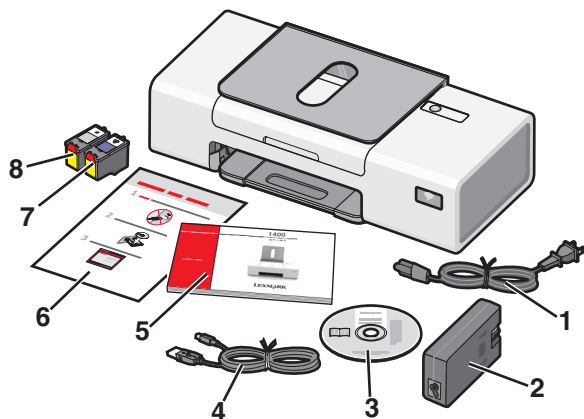
Record the following information (located on the store receipt and the back of the printer), and have it ready when you contact us so that we may serve you faster:

- Machine Type number
- Serial number
- Date purchased
- Store where purchased

Setting up the printer

To set up the printer, follow the instructions on the 1-2-3 sheet that came with the product.

Checking the box contents



	Name	Description
1	Power supply cord	Fits into the power supply attached to the back of the printer.
2	Power supply	Fits into the hollow area at the back of the printer.
3	Installation software CD	<ul style="list-style-type: none">• Installation software for the printer• Help• <i>User's Guide</i> in electronic format (printed <i>User's Guide</i> only available in certain geographies)
4	Installation cable	Connects the printer to the computer.
5	<i>Getting Started</i>	Printed booklet that serves as a guide. Note: Complete user information (<i>User's Guide</i> or <i>Mac Help</i>) can be found on the installation software CDs.
6	<i>Quick Setup</i> sheet	Initial setup directions.
7	Color print cartridge	Cartridge to be installed in the right cartridge carrier. For more information, see "Installing print cartridges" on page 33.
8	Black print cartridge	Cartridge to be installed in the left cartridge carrier. For more information, see "Installing print cartridges" on page 33.

Networking the printer

For complete networking information, please refer to the *Getting Started* booklet that came with the product.

Installing the printer on a network

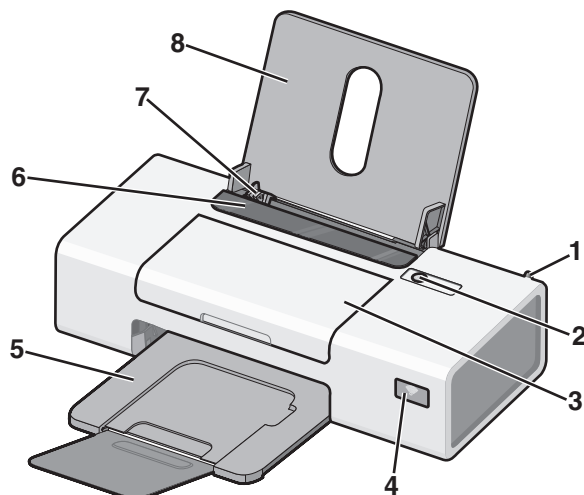
Follow the instructions for the networking method you want to use. Make sure the selected network is set up and working properly, and that all relevant devices are turned on. For more information on your specific network, see your network documentation or consult the person who set up the network.



Finding your MAC address

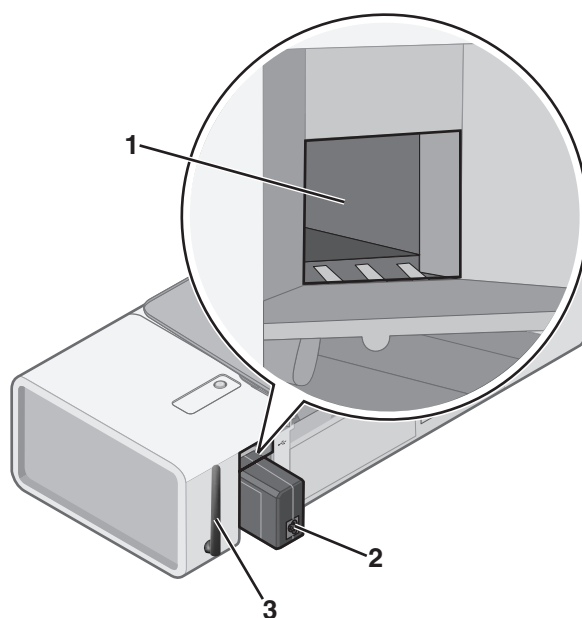
In order to complete the network configuration of your printer, you may need the media access control (MAC) address of the printer or print server. The MAC address is a series of letters and numbers located at the back of the printer beside the serial number.

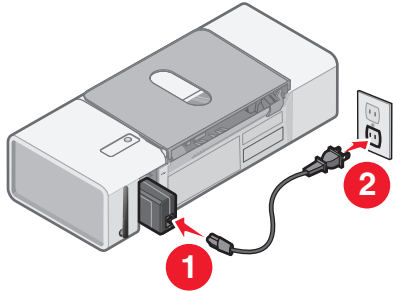


Learning about the printer

Understanding the parts of the printer



	Use the	To
1	Internal wireless adapter	Connect to a wireless network.
2		<ul style="list-style-type: none">• Turn the printer on and off.• Cancel a print job. Press  in the middle of a print job.• Load or eject paper.• Troubleshoot. For more information, see “Blinking power light troubleshooting” on page 46.
3	Access cover	<ul style="list-style-type: none">• Install or change the print cartridges.• Clear paper jams.
4	Wi-Fi indicator	Check wireless status: <ul style="list-style-type: none">• Off indicates that the printer is not turned on or that no wireless option is installed.• Orange indicates that the printer is ready for wireless connection, but not connected.• Orange blinking indicates that the printer is configured but unable to communicate with the wireless network.• Green indicates that the printer is connected to a wireless network.
5	Paper exit tray	Stack paper as it exits.
6	Paper feed guard	Prevent items from falling into the paper slot.
7	Paper guide	Keep paper straight when feeding.
8	Paper support	Load paper.



	Use the	To
1	USB port	Connect the printer to a computer using a USB cable.
2	Power supply	<p>Connect the printer to a power source using the power cord.</p> <p>1 Plug the power cord all the way into the power supply on the printer.</p> <p>2 Plug the power cord into an electrical outlet that other electrical devices have been using.</p>  <p>3 If the  light is not on, press .</p>
3	Internal wireless adapter	Connect to a wireless network.

Learning about the software

This chapter tells how to use the printer with Windows operating systems. If you are using a Macintosh operating system, see the Mac Help:

- 1 From the Finder desktop, double-click the **Lexmark 1400 Series** folder.
- 2 Double-click the printer **Help** icon.




Using the printer software




Use this software	To
Lexmark Imaging Studio	Print documents or photos.
Solution Center	Find troubleshooting, maintenance, and cartridge-ordering information.
Print Properties	Select the best print settings for the document you are printing.
Toolbar	Create printer-friendly versions of an active Web page.

Using the Lexmark Imaging Studio

To open the Lexmark Imaging Studio, use one of these methods:

Method 1	Method 2
From the desktop, double-click the Lexmark Imaging Studio icon.	<ol style="list-style-type: none">1 Click Start → Programs or All Programs → Lexmark 1400 Series.2 Select Lexmark Imaging Studio.

Click	To access	Details
	View/Print Photo Library	Browse, print, or share your photos.
	Transfer Photos	Download photos from a memory card, flash drive, CD, or PictBridge-enabled digital camera to the Photo Library.
	Photo Greeting Cards	Make quality greeting cards from your photos.

Click	To access	Details
	Photo Packages	Print multiple photos in various sizes.
	Slideshow	View a slideshow of your photos.
	Poster	Print your photos as a multiple-page poster.

From the bottom left corner of the Welcome screen:

Click	To
Setup and diagnose printer	<ul style="list-style-type: none"> • Check ink levels. • Order print cartridges. • Find maintenance information. • Select other Solution Center tabs for more information, including how to change printer settings and troubleshooting.

Using the Solution Center






The Solution Center provides help, as well as information about the printer status and ink level.

To open the Solution Center, use one of these methods:

Method 1	Method 2
<ol style="list-style-type: none"> 1 From the desktop, double-click the Lexmark Imaging Studio icon. 2 Click Setup and diagnose printer. The Solution Center appears with the Maintenance tab open. 	<ol style="list-style-type: none"> 1 Click Start → Programs or All Programs → Lexmark 1400 Series. 2 Select Solution Center.

The Solution Center consists of six tabs:

From here	You can
Printer Status (Main dialog)	<ul style="list-style-type: none"> • View the status of the printer. For example, while printing, the status of the printer is Busy Printing. • View ink levels and order new print cartridges.

From here	You can
<p>How To</p> 	<ul style="list-style-type: none"> • Learn how to: <ul style="list-style-type: none"> – Print. – Use basic features. – Print projects such as photos, envelopes, cards, banners, iron-on transfers, and transparencies. • Find the electronic <i>User's Guide</i> for more information.
<p>Troubleshooting</p> 	<ul style="list-style-type: none"> • Learn tips about the current status. • Solve printer problems.
<p>Maintenance</p> 	<ul style="list-style-type: none"> • Install a new print cartridge. • View shopping options for new cartridges. • Print a test page. • Clean to fix horizontal streaks. • Align to fix blurry edges. • Troubleshoot other ink problems.
<p>Contact Information</p> 	<p>Learn how to contact us by telephone or on the World Wide Web.</p>
<p>Advanced</p> 	<ul style="list-style-type: none"> • Change the appearance of the Printing Status window. • Download the newest software files. • Turn printing voice notification on or off. • Change network printing settings. • Share information with us regarding how you use the printer. • Obtain software version information.

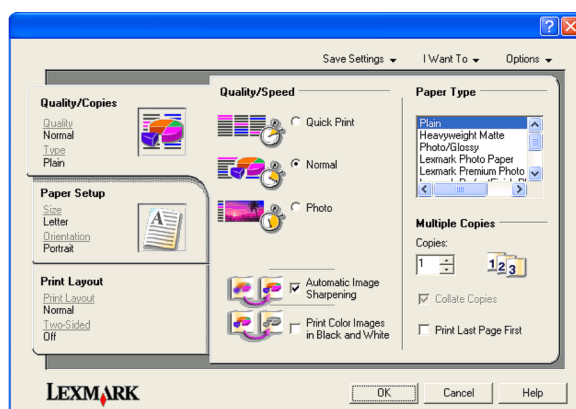
Note: For more information, click **Help** in the lower right corner of the screen.

Using Print Properties

Opening Print Properties

Print Properties is the software that controls the printing function when the printer is connected to a computer. You can change the settings in Print Properties based on the type of project you want to create. You can open Print Properties from almost any program:

- 1 With a document open, click **File → Print**.
- 2 From the Print dialog, click **Properties**, **Preferences**, **Options**, or **Setup**.



Using the Save Settings menu

From the “Save Settings” menu, you can name and save the current Print Properties settings for future use. You can save up to five custom settings.

Using the I Want To menu

The “I Want To” menu contains a variety of task wizards (printing a photo, an envelope, a banner, a poster, or printing on both sides of the paper) to help you select the correct print settings for a project.

Using the Options menu

Use the “Options” menu to make changes to the Quality Options, Layout Options, and Printing Status Options settings. For more information on these settings, open the tab dialog from the menu, and then click the **Help** button on the dialog.

The “Options” menu also provides direct links to different parts of the Solution Center as well as software version information.

Using the Print Properties tabs

All of the print settings are on the three main tabs of the Print Properties software: Quality/Copies, Paper Setup, and Print Layout.

Tab	Options
Quality/Copies	<ul style="list-style-type: none"> • Select a Quality/Speed setting. • Select a Paper Type. • Customize how the printer prints several copies of a single print job: collated or normal. • Choose Automatic Image Sharpening. • Choose to have the last page printed first.
Paper Setup	<ul style="list-style-type: none"> • Specify the size of paper loaded. • Select the orientation of the document on the printed page: portrait or landscape.
Print Layout	<ul style="list-style-type: none"> • Select the layout you want to print. • Choose to print on both sides of the paper, and select a duplexing preference.








Note: For more information about these settings, right-click a setting on the screen.


Using the Toolbar

The Toolbar lets you create printer-friendly versions of Web pages.



Note: The Toolbar launches automatically when you browse the Web using Microsoft Windows Internet Explorer version 5.5 or later.

Click	To
	<ul style="list-style-type: none"> • Select Page Setup options. • Select Options to customize the toolbar appearance or select a different setting for printing photos. • Access links to the Lexmark Web site. • Access Help for additional information. • Uninstall the Toolbar.
Normal 	Print an entire Web page in normal quality.
Quick 	Print an entire Web page in draft quality.
Black and White 	Print an entire Web page in black and white.
Text Only 	Print only the text of a Web page.
Photos 	Print only the photos or images on a Web page. Note: The number of photos or images valid for printing appears next to Photos. 

Click	To
Preview 	Preview a Web page before printing.

Resetting printer software settings to defaults

Windows 2000, Windows XP, or Windows Vista users:

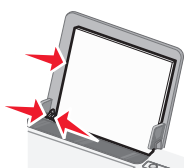
- 1 Click **Start** → **Settings** → **Printers** or **Printers and Faxes**.
- 2 Right-click the **Lexmark 1400 Series** icon.
- 3 Click **Printing Preferences**.
- 4 Click the **Save Settings** menu.
- 5 From the Restore section, select **Factory Settings (Defaults)**.

Note: Factory default settings cannot be deleted.

Loading paper and various paper types

Loading paper


- 1 Make sure:
 - You use paper designed for inkjet printers.
 - The paper is not used or damaged.
 - If you are using specialty paper, you follow the instructions that came with it.
 - You do not force paper into the printer.
- 2 Load the paper vertically against the right side of the paper support.
- 3 Adjust the paper guide until it rests against the left edge of the paper.

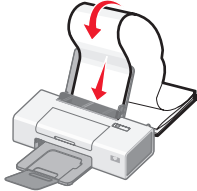


Note: To avoid paper jams, make sure the paper does not buckle when you adjust the paper guide.

Loading various paper types

Load up to	Make sure
100 sheets of plain paper (depending on the thickness)	<ul style="list-style-type: none">• The paper is designed for use with inkjet printers.• The paper is loaded against the right side of the paper support.• The paper guide rests against the left edge of the paper.
25 sheets of heavyweight matte paper 25 sheets of glossy paper 25 sheets of photo paper	<ul style="list-style-type: none">• The stack of heavyweight matte paper does not exceed 10mm or 1 cm in height.• The glossy or printable side of the paper faces you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)• The paper is loaded against the right side of the paper support.• The paper guide rests against the left edge of the paper. <p>Note: Photos require more drying time. Remove each photo as it exits, and allow it to dry to avoid ink smudging.</p>
10 iron-on transfers	<ul style="list-style-type: none">• You follow the loading instructions that came with the iron-on transfers.• The print side of the transfers faces you.• The transfers are loaded against the right side of the paper support.• The paper guide rests against the left edge of the transfers. <p>Note: For best results, load transfers one at a time.</p>

Load up to	Make sure
25 greeting cards 25 index cards 25 photo cards 25 postcards	<ul style="list-style-type: none"> • The total thickness of the card stack does not exceed 10 mm (0.4 inches). • The print side of the cards faces you. • The cards are loaded against the right side of the paper support. • The paper guide rests against the left edge of the cards.
10 envelopes	<ul style="list-style-type: none"> • The stamp location is in the upper left corner. • The print side of the envelopes faces you. • The envelopes are designed for use with inkjet printers. • The envelopes are loaded against the right side of the paper support. • The paper guide rests against the left edge of the envelopes. <p>Warning: Do not use envelopes that have metal clasps, string ties, or metal folding bars.</p> <p>Notes:</p> <ul style="list-style-type: none"> – Do not load envelopes with holes, perforations, cutouts, or deep embossing. – Do not use envelopes that have exposed flap adhesive. 
25 sheets of labels	<ul style="list-style-type: none"> • You follow the loading instructions that came with the labels. • The print side of the labels faces you. • The adhesive on the labels does not extend to within 1 mm of the edge of the label. • You use full label sheets. Partial sheets (with areas exposed by missing labels) may cause labels to peel off during printing, resulting in a paper jam. • The labels are loaded against the right side of the paper support. • The paper guide rests against the left edge of the labels.
10 transparencies	<ul style="list-style-type: none"> • The rough side of the transparencies faces you. • You don't use transparencies with paper backing sheets. • The transparencies are loaded against the right side of the paper support. • The paper guide rests against the left edge of the transparencies. <p>Note: Transparencies require more drying time. Remove each transparency as it exits, and allow it to dry to avoid ink smudging.</p>

Load up to	Make sure
20 sheets of banner paper	<ul style="list-style-type: none"> • You remove all the paper from the paper support before loading the banner paper. • You tear off only the number of pages needed to print the banner. • The banner paper is placed on a level surface behind the printer and fed up over the paper support. • You have selected the correct paper size for the banner in Print Properties. For more information, see “Using Print Properties” on page 17. • The paper is loaded against the right side of the paper support. • The paper guide rests against the left edge of the paper. 
100 sheets of custom-size paper (depending on the thickness)	<ul style="list-style-type: none"> • The print side of the paper faces you. • The paper size fits within these dimensions: <ul style="list-style-type: none"> Width: <ul style="list-style-type: none"> – 76–216 mm – 3.0–8.5 inches Length: <ul style="list-style-type: none"> – 127–432 mm – 5.0–17.0 inches • The paper is loaded against the right side of the paper support. • The paper guide rests against the left edge of the paper.

Printing

Printing a document

- 1 Load paper.
- 2 With a document open, click **File → Print**.
- 3 Click **Properties, Preferences, Options, or Setup**.
- 4 Adjust the settings.
- 5 Click **OK**.
- 6 Click **OK** or **Print**.

Printing a banner

- 1 Tear off only the number of sheets needed for the banner (up to 20 sheets).
- 2 Set the stack of paper on a level surface behind the printer, and feed up over the paper support.
- 3 With your document open, click **File → Print**.
- 4 Click **Properties, Preferences, Options, or Setup**.
- 5 From the Layout drop-down menu, select **Banner**.
- 6 From the Banner Paper Size drop-down menu, select **Letter Banner** or **A4 Banner**.
- 7 Click **OK**.
- 8 Click **OK** or **Print**.

Printing cards

- 1 Load greeting cards, index cards, or postcards.
- 2 From the software application, click **File → Print**.
- 3 Click **Properties, Preferences, Options, or Setup**.
- 4 Select a Quality/Speed setting.
Select **Photo** for photos and greeting cards and **Normal** for other types of cards.
- 5 Select the **Paper Setup** tab.
- 6 Select **Paper**.
- 7 From the Paper Size list, select a card size.
- 8 Click **OK**.
- 9 Click **OK** or **Print**.

Notes:

- To avoid paper jams, do not force the cards into the printer.
- To prevent smudging, remove each card as it exits, and let it dry before stacking.

Printing collated copies

If you print multiple copies of a document, you can choose to print each copy as a set (collated) or to print the copies as groups of pages (not collated).

Collated**Not collated**

- 1 Load paper.
- 2 With a document open, click **File → Print**.
- 3 Click **Properties, Preferences, Options, or Setup**.
- 4 From the Quality/Copies tab, select the number of copies to print.
- 5 Select the **Collate Copies** check box.
- 6 If you want to print with reverse page order, select the **Print Last Page First** check box.
- 7 Click **OK**.
- 8 Click **OK** or **Print**.

Printing envelopes

- 1 Load envelopes.
- 2 From the software application, click **File → Print**.
- 3 Click **Properties, Preferences, Options, or Setup**.
- 4 From the “I Want To” menu, select **Print on an envelope**.
- 5 From the Envelope Size list, select the envelope size loaded.
- 6 Select **Portrait** or **Landscape** orientation.

Notes:

- Most envelopes use landscape orientation.
- Make sure the same orientation is also selected in the software application.

- 7 Click **OK**.
- 8 Click **OK**.
- 9 Click **OK** or **Print**.

Printing iron-on transfers

- 1 Load iron-on transfers.
- 2 With your image open, click **File → Print**.
- 3 Click **Properties, Preferences, Options, or Setup**.
- 4 From the Print Layout tab, select **Mirror** if you want the printer software to flip the image.
Select **Normal** if you have a program that automatically flips the image.
- 5 Click **OK** to close any printer software dialogs that are open.
- 6 Print the iron-on transfers.
Note: Do not force iron-on transfers into the printer.

Printing high-quality graphics

- 1 Load paper.
- 2 With your image open, click **File → Print**.
- 3 Click **Properties, Preferences, Options, or Setup**.
- 4 Click the **Quality/Copies** tab.
- 5 From the Quality/Speed section, select **Photo**.
- 6 From the Paper Type section, select **Use printer sensor** to let the printer select the paper type for you.
Note: To manually select a paper type, select **Use my choice**.
- 7 From the drop-down menu, select a glossy or heavyweight matte paper.
- 8 Click **OK**.
- 9 Click **OK** or **Print**.

Printing multiple pages on one sheet

- 1 Load paper.
- 2 With a document open, click **File → Print**.
- 3 Click **Properties, Preferences, Options, or Setup**.
- 4 From the Print Layout tab, select **N-up**.
- 5 Select the number of pages to print on each page.
- 6 If you want each page image to be surrounded by a border, select **Print Page Borders**.
- 7 Click **OK**.
- 8 Click **OK** or **Print**.

Printing the last page first (reverse page order)

- 1 Load paper.
- 2 With a document open, click **File → Print**.
- 3 Click **Properties, Preferences, Options, or Setup**.
- 4 From the Quality/Copies tab, select **Print Last Page First**.
- 5 Click **OK**.
- 6 Click **OK** or **Print**.

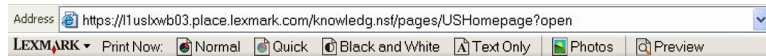
Printing transparencies

- 1 Load up to 10 transparencies.
- 2 With your document open, click **File → Print**.
- 3 Click **Properties, Preferences, Options, or Setup**.
- 4 From the Quality/Copies tab, select **Normal** or **Photo**.
- 5 From the Paper Type section, select **Transparency**.
- 6 Click **OK** to close any printer software dialog boxes that are open.
- 7 Print the document.

Note: Do not force the transparencies into the printer.

Printing a Web page

You can use the Toolbar to create a printer-friendly version of any Web page.



- 1 Load paper.
 - 2 Open a Web page using Microsoft Internet Explorer 5.5 or later.
 - 3 If you want to check or change your print settings:
 - a From the toolbar area, click **Lexmark → Page Setup**.
 - b Adjust the print settings.
 - c Click **OK**.
- Note:** For additional print setting options, see “Using Print Properties” on page 17.
- 4 If you want to view the Web page before printing:
 - a Click **Preview**.
 - b Use the toolbar options to scroll between pages, zoom in or out, or select whether to print text and images or text only.

- c Click:
 - **Print**
or
 - **Close**, and continue to step 5.

5 If needed, select a print option from the Toolbar:

- **Normal**
- **Quick**
- **Black and White**
- **Text Only**

Printing photos or images from a Web page

1 Load paper. For best results, use photo or heavyweight matte paper, with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)

2 Open a Web page with Microsoft Internet Explorer 5.5 or later.

On the Toolbar, the number of photos valid for printing appears next to Photos.



3 If no number appears next to Photos:

- a From the Lexmark logo drop-down menu, select **Options**.
- b Select the **Advanced** tab.
- c Select a lower minimum photo size.
- d Click **OK**.

The number of photos valid for printing appears next to Photos.

4 Click **Photos**.

The Fast Pics dialog appears.

5 If you want to print all the photos or images using the same settings, select the size you want, the blank paper size in the printer, and the number of copies.

6 If you want to print one photo or image at a time:

- a Click the photos or images you do *not* want to print to deselect them.
- b To make common editing changes:
 - 1 Right click the photo or image.
 - 2 Click **Edit**.
 - 3 Make your selections.
 - 4 Follow the instructions on the screen.
 - 5 When you are finished making changes, click **Done**.
 - 6 Select the size you want, the blank paper size in the printer, and the number of copies.

7 Click **Print Now**.

Working with photos

Notes:

- For best results when printing photos or other high-quality images, use Lexmark photo papers.
- To prevent smudging or scratching, avoid touching the printed surface with your fingers or sharp objects. For best results, remove each printed sheet individually from the paper exit tray, and allow the prints to dry at least 24 hours before stacking, displaying, or storing.

Using Print Properties to print borderless photos

Use Print Properties to print photos from a Windows program.

- 1 Load paper. For best results, use photo or glossy paper, with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
- 2 From the software application, click **File → Print**.
- 3 Click **Properties, Preferences, Options, or Setup**.
- 4 From the Quality/Copies tab, select **Photo**.
- 5 From the Paper Type menu, choose a paper type.
- 6 From the Paper Setup tab, select **Borderless**, and then select the paper size and the orientation of the photo.
- 7 Click **OK**.
- 8 Click **OK** or **Print**.

Printing photos from the Photo Library

- 1 Load paper. For best results, use photo or glossy paper, with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
- 2 From the desktop, double-click the **Lexmark Imaging Studio** icon.
- 3 Click **View / Print Photo Library**.
- 4 Click the photos you want to print.
- 5 Click **Photo Prints**.
- 6 Change the print settings as necessary.

Notes:

- From the Quality drop-down list, select a print quality.
- From the Paper Size in Printer drop-down list, select the paper size.
- You can also select other photo sizes, and print multiple copies of the photos.

- 7 Click **Print Now**.

Printing Photo Packages

- 1 Load paper. For best results, use photo or glossy paper, with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
- 2 From the desktop, double-click the **Lexmark Imaging Studio** icon.
- 3 Click **Photo Packages**.
- 4 Click to select the photos you want to include in your photo package.
- 5 Click **Next**.
- 6 From the Quality drop-down list, select a copy quality.
- 7 From the Paper Size in Printer drop-down list, select the paper size.
- 8 To select multiple prints of a photo, or to select photo sizes other than 4 x 6 in. (10 x 15 cm), select the options you want in the table. Use the drop-down list in the last column to view and select other sizes.
- 9 Click **Print Now** in the bottom right corner of the screen.

Creating photo projects

Creating Photo Greeting Cards

- 1 From the desktop, double-click the **Lexmark Imaging Studio** icon.
- 2 Click **Photo Greeting Cards**.
- 3 From the Style tab, click to select a style for your greeting card.
- 4 From the Photo tab, select and drag a photo into the preview pane on the right side of the screen.
- 5 Click the text area to be able to add text to your photo greeting card.
- 6 When you have finished editing your text, click **OK**.
- 7 If you want to create another photo greeting card using a different style and/or photo, click **Add New Card**, and repeat step 3 on page 30 through step 6 on page 30.
- 8 If you want to print your photo greeting card, select **Print your Photo Greeting Card** from the Share tab.
- 9 Select the number of copies from the Copies drop-down list.
- 10 Select the copy quality from the Quality drop-down list.
- 11 Select the paper size from the Paper Size in Printer drop-down list.

Paper sizes supported	Dimensions
A4	210 x 297 millimeters
Letter	8.5 x 11 inches
Greeting cards	4 x 8 inches (10.16 x 20.32 centimeters)

- 12 Click **Print Now**.
- 13 If you want to e-mail your photo greeting card, click **E-mail your Photo Greeting Card** from the Share tab.

- 14 From the Send Quality and Speed area of the screen, select the image size.
- 15 Click **Create E-mail** to create an e-mail message with your photo greeting card(s) attached.

Creating and viewing a slideshow

- 1 From the desktop, double-click the **Lexmark Imaging Studio** icon.
- 2 Click **Slideshow**.
- 3 Click and drag the photos you want to include in the slideshow to the “Photos in Your Slideshow” area.
If you want the photos to appear in a specific order, click the photos in the order you want them to show.

Notes:

- If you want to change the slideshow settings, click the **Settings** tab.
- If you want to save or print the slideshow, click the **Share** tab.

- 4 Click **View Show**.

Viewing a saved slideshow

- 1 From the desktop, double-click the **Lexmark Imaging Studio** icon.
- 2 Click **Slideshow**.
- 3 Follow the instructions on the screen.

Printing an image as a multiple-page poster

- 1 Load paper.
- 2 From the desktop, double-click the **Lexmark Imaging Studio** icon.
- 3 Click **Poster**.
- 4 Click and drag the photo to the “Print a Multi-Page Poster” area.
Note: If you want to change the poster settings, click the **Settings** tab.
- 5 Click **Print Now**.

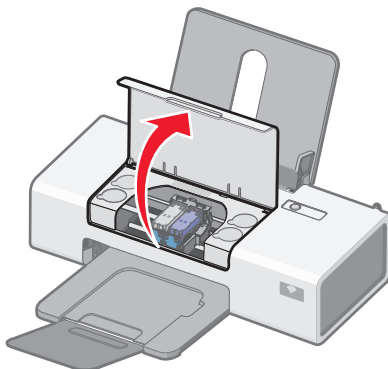
Maintaining the printer

Changing print cartridges

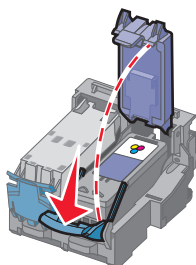
Removing a used print cartridge

- 1 Make sure the printer is on.
- 2 Lift the access cover.

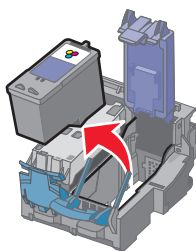
The print cartridge carrier moves and stops at the loading position, unless the printer is busy.



- 3 Press down on the cartridge carrier lever to raise the cartridge carrier lid.



- 4 Remove the used print cartridge.



To recycle the used cartridge, see “Recycling Lexmark products” on page 37.

If the cartridge you removed is not empty and you want to use it later, see “Preserving the print cartridges” on page 36.

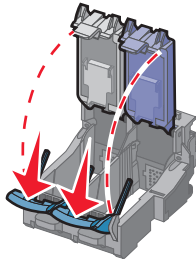
Installing print cartridges

- 1 If you are installing new print cartridges, remove the sticker and tape from the back and bottom of the cartridges.

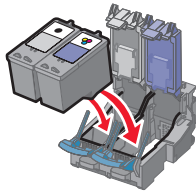


Warning: Do *not* touch the gold contact area on the back or the metal nozzles on the bottom of the cartridges.

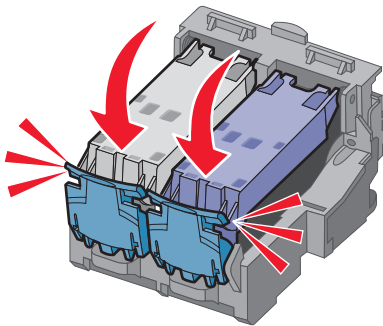
- 2 Press down on the cartridge carrier levers to raise the cartridge carrier lids.



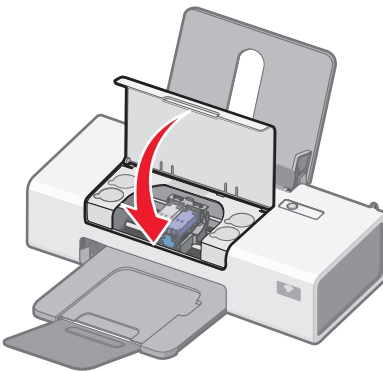
- 3 Insert the black cartridge or the photo cartridge in the left carrier. Insert the color cartridge in the right carrier.



- 4 Snap the lids closed.



- 5 Close the access cover.



Achieving better print quality

Improving print quality

If you are not satisfied with the print quality of a document, make sure you:

- Use the appropriate paper for the document. Use Lexmark photo paper if you are printing photos or other high-quality images.

Note: To prevent smudging or scratching, avoid touching the printed surface with your fingers or sharp objects. For best results, remove each printed sheet individually from the paper exit tray, and allow the prints to dry at least 24 hours before stacking, displaying, or storing.

- Use a paper that is a heavier weight, bright white, or coated.
- Select a higher print quality.

If the document still does not have the print quality you want, follow these steps:

- 1 Align the print cartridges. For more information, see “Aligning the print cartridges” on page 34.

If print quality has not improved, continue to step 2.

- 2 Clean the print cartridge nozzles. For more information, see “Cleaning the print cartridge nozzles” on page 34.

If print quality has not improved, continue to step 3.

- 3 Remove and reinsert the print cartridges. For more information, see “Removing a used print cartridge” on page 32 and “Installing print cartridges” on page 33.

If print quality has not improved, continue to step 4.

- 4 Wipe the print nozzles and contacts. For more information, see “Wiping the print cartridge nozzles and contacts” on page 35.

If print quality is still not satisfactory, replace the print cartridges. For more information, see “Ordering supplies” on page 36.

Aligning the print cartridges

The computer automatically prompts you to align the print cartridges:

- After you install the printer software.
- When you send your first print job to the printer after installing a new cartridge.

You may also align the print cartridges manually.

- 1 Load plain paper.
- 2 Open the **Solution Center**.
- 3 From the Maintenance tab, click **Align to fix blurry edges**.
- 4 Click **Print**.

If you aligned the cartridges to improve print quality, print your document again. If print quality has not improved, clean the print cartridge nozzles.

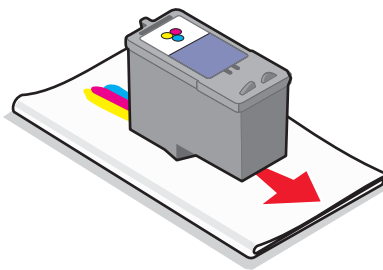
Cleaning the print cartridge nozzles

- 1 Load plain paper.
- 2 Open the **Solution Center**. See “Using the Solution Center” on page 16.

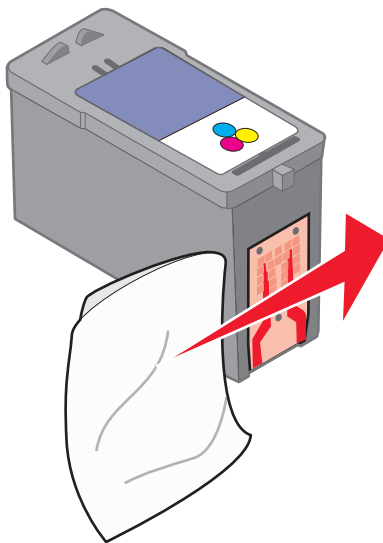
- 3 From the Maintenance tab, click **Clean to fix horizontal streaks**.
- 4 Click **Print**.
A page prints, forcing ink through the print cartridge nozzles to clean them.
- 5 Print the document again to verify that the print quality has improved.
- 6 If print quality has not improved, try cleaning the nozzles up to two more times.

Wiping the print cartridge nozzles and contacts

- 1 Remove the print cartridge.
- 2 Dampen a clean, lint-free cloth with water.
- 3 Gently hold the cloth against the print cartridge nozzles for about three seconds, and then wipe in the direction shown.



- 4 Using another clean section of the cloth, gently hold the cloth against the contacts for about three seconds, and then wipe in the direction shown.



- 5 With another clean section of the cloth, repeat step 3 and step 4.
- 6 Let the nozzles and contacts dry completely.
- 7 Reinsert the cartridge.
- 8 Print the document again.
- 9 If the print quality does not improve, clean the print nozzles. For more information, see “Cleaning the print cartridge nozzles” on page 34.

10 Repeat step 9 up to two more times.

11 If print quality is still not satisfactory, replace the cartridge.

Preserving the print cartridges

- Keep new cartridges in their packaging until you are ready to install them.
- Do not remove a cartridge from the printer except to replace, clean, or store it in an airtight container. The cartridges do not print correctly if left exposed for an extended period of time.

Ordering supplies

To order supplies or to locate a dealer near you, visit our Web site at www.lexmark.com.

Notes:

- For best results, use only Lexmark print cartridges.
- For best results when printing photos or other high-quality images, use Lexmark photo papers.

Item	Part number
USB cable	1021294

Paper	Paper size
Lexmark Premium Photo Paper	<ul style="list-style-type: none">• Letter• A4• 4 x 6 in.• 10 x 15 cm• L
Lexmark Photo Paper	<ul style="list-style-type: none">• Letter• A4• 4 x 6 in.• 10 x 15 cm
Lexmark PerfectFinish™ Photo Paper	<ul style="list-style-type: none">• Letter• A4• 4 x 6 in.• 10 x 15 cm• L
Note: Availability may vary by country or region.	

For information on how to purchase Lexmark Premium Photo Paper, Lexmark Photo Paper, or Lexmark PerfectFinish Photo Paper in your country or region, go to www.lexmark.com.

Item	Part number	Average cartridge standard page yield is up to ¹
Black cartridge	23A	215
Black cartridge ²	23	215
High yield black cartridge	34	500
Color cartridge	24A	185
Color cartridge ²	24	185
High yield color cartridge	35	500
Photo cartridge	31	Not applicable
¹ Values obtained by continuous printing. Declared yield value in accordance with ISO/IEC 24711 (FDIS).		
² Licensed Return Program Cartridge		

Using genuine Lexmark print cartridges

Lexmark printers, print cartridges, and photo paper are designed to perform together for superior print quality.

If you receive an **Out of Original Lexmark Ink** message, the original Lexmark ink in the indicated cartridge (s) has been depleted.

If you believe you purchased a new, genuine Lexmark print cartridge, but the **Out of Original Lexmark Ink** message appears:

- 1 Click **Learn More** on the message.
- 2 Click **Report a non-Lexmark print cartridge**.

To prevent the message from appearing again for the indicated cartridge(s):

- Replace your cartridge(s) with new Lexmark print cartridge(s).
- If you are printing from a computer, click **Learn more** on the message, select the check box, and click **Close**.

Lexmark's warranty does not cover damage caused by non-Lexmark ink or print cartridges.

Refilling a print cartridge

The warranty does not cover repair of failures or damage caused by a refilled cartridge. Lexmark does not recommend use of a refilled cartridge. Refilling a cartridge can affect print quality and may cause damage to the printer. For best results, use Lexmark supplies.

Recycling Lexmark products

To return Lexmark products to Lexmark for recycling:

- 1 Visit our Web site at www.lexmark.com/recycle.
- 2 Follow the instructions on the computer screen.

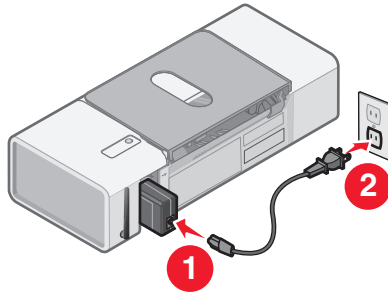
Troubleshooting

Setup troubleshooting

Power light is not lit

Make sure you have disconnected the power supply cord from the wall outlet and then from the printer.

- 1 Plug the cord all the way into the power supply on the printer.
- 2 Plug the cord into an electrical outlet that other electrical devices have been using.



- 3 If the ⏻ light is not on, press ⏻.

Software does not install


The following operating systems are supported:

- Windows 2000 with Service Pack 3 or later
- Windows XP
- Windows Vista

Solution 1

Check that your computer meets the minimum system requirements listed on the box.



Solution 2

- 1 Check the USB cable for any obvious damage.
- 2 Firmly plug the rectangular end of the USB cable into the USB port of the computer.
The USB port is marked with the  USB symbol.
- 3 Firmly plug the square end of the USB cable into the back of the printer.

Solution 3

- 1 Turn off and then restart your computer.
- 2 Click **Cancel** on all New Hardware Found screens.
- 3 Insert the CD, and then follow the instructions on the computer screen to reinstall the software.

Solution 4

- 1 Press  to turn the printer off.
- 2 Disconnect the power cord from the wall outlet.
- 3 Gently remove the power supply from the printer.
- 4 Reconnect the power supply to the printer.
- 5 Plug the power cord into the wall outlet.
- 6 Press  to turn the printer on.

Solution 5

- 1 Close all open software applications.
- 2 Disable any anti-virus programs.
- 3 Double-click the **My Computer** icon.
In Windows XP, click **Start** to access the My Computer icon.
- 4 Double-click the **CD-ROM drive** icon.
- 5 If necessary, double-click **setup.exe**.
- 6 Follow the instructions on the computer screen to install the software.

Solution 6

- 1 Visit our Web site at **www.lexmark.com** to check for the latest software.
- 2 In all countries or regions except the United States, select your country or region.
- 3 Click the links for drivers or downloads.
- 4 Select your printer family.
- 5 Select your printer model.
- 6 Select your operating system.
- 7 Select the file you want to download, and then follow the directions on the computer screen.

Page does not print

Solution 1

If the  light is not on, see “Power light is not lit” on page 38.

Solution 2

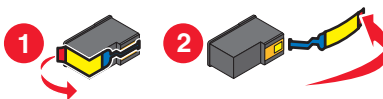
Remove and then load paper.

Solution 3

Check the ink levels, and install a new print cartridge if necessary.

Solution 4

- 1 Remove the print cartridges.
- 2 Make sure the sticker and tape have been completely removed from the back and bottom of the cartridges.



Warning: Do *not* touch the gold contact area on the back or the metal nozzles on the bottom of the cartridges.

- 3 Reinsert the print cartridges.

Solution 5

Make sure the printer is set as the default printer and is not on hold or paused.

- 1 Click:
 - In Windows XP Pro: **Start → Settings → Printers and Faxes.**
 - In Windows XP Home: **Start → Control Panel → Printers and Faxes.**
 - In Windows 2000 or Windows Vista: **Start → Settings → Printers.**
- 2 Double-click the name of your printer.
- 3 Click **Printer**.
 - Make sure no check mark appears next to Pause Printing.
 - Make sure a check mark does appear next to Set As Default.

Solution 6

- 1 Uninstall the printer software, and then reinstall it. For more information, see “Removing and reinstalling the software” on page 47.
- 2 If the software still does not install correctly, visit our Web site at **www.lexmark.com** to check for the latest software.
 - a In all countries or regions except the United States, select your country or region.
 - b Click the links for drivers or downloads.
 - c Select your printer family.
 - d Select your printer model.
 - e Select your operating system.
 - f Select the file you want to download, and then follow the directions on the computer screen.

Print troubleshooting

Improving print quality

If you are not satisfied with the print quality of a document, make sure you:

- Use the appropriate paper for the document. Use Lexmark photo paper if you are printing photos or other high-quality images.

Note: To prevent smudging or scratching, avoid touching the printed surface with your fingers or sharp objects. For best results, remove each printed sheet individually from the paper exit tray, and allow the prints to dry at least 24 hours before stacking, displaying, or storing.

- Use a paper that is a heavier weight, bright white, or coated.
- Select a higher print quality.

If the document still does not have the print quality you want, follow these steps:

- 1 Align the print cartridges. For more information, see “Aligning the print cartridges” on page 34.

If print quality has not improved, continue to step 2.

- 2 Clean the print cartridge nozzles. For more information, see “Cleaning the print cartridge nozzles” on page 34.

If print quality has not improved, continue to step 3.

- 3 Remove and reinsert the print cartridges. For more information, see “Removing a used print cartridge” on page 32 and “Installing print cartridges” on page 33.

If print quality has not improved, continue to step 4.

- 4 Wipe the print nozzles and contacts. For more information, see “Wiping the print cartridge nozzles and contacts” on page 35.

If print quality is still not satisfactory, replace the print cartridges. For more information, see “Ordering supplies” on page 36.

Print speed is slow

Solution 1

Close all applications not in use.

Solution 2

Try minimizing the number and size of graphics and images in the document.

Solution 3

Consider purchasing more Random Access Memory (RAM) for your computer.

Solution 4

Remove as many unused fonts as possible from your system.

Solution 5

- 1 From the software application, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.

- 3 Click **Quality/Copies**.
- 4 From the Quality/Speed area, select a lower print quality.

Solution 6

- 1 Uninstall the printer software, and then reinstall it. For more information, see “Removing and reinstalling the software” on page 47.
- 2 If the software still does not install correctly, visit our Web site at **www.lexmark.com** to check for the latest software.
 - a In all countries or regions except the United States, select your country or region.
 - b Click the links for drivers and downloads.
 - c Select your printer family.
 - d Select your printer model.
 - e Select your operating system.
 - f Select the file you want to download, and follow the directions on the computer screen.

Printer does not print or respond

See “Page does not print” on page 39.

Poor quality at the edges of the page

Solution 1

Unless you are using the borderless feature, use these minimum print margin settings:

- Left and right margins:
 - 6.35 mm (0.25 in.) for letter size paper
 - 3.37 mm (0.133 in.) for all paper sizes except letter
- Top margin: 1.7 mm (0.067 in.)
- Bottom margin: 12.7 mm (0.5 in.)

Solution 2

Select the Borderless print feature.

- 1 From the software application, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 Click **Print Layout**.
- 4 Click **Borderless**.

Solution 3

Check that the paper size being used matches the printer setting.

- 1 From the software application, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 Click **Paper Setup**.
- 4 Check the paper size.

Poor text and graphic quality

Examples of poor text and graphic quality include:

- Blank pages
- Dark print
- Faded print
- Incorrect colors
- Light and dark bands in print
- Skewed lines
- Smudges
- Streaks
- White lines in print

Solution 1

Check the ink levels, and install a new print cartridge if necessary.

Solution 2

See “Improving print quality” on page 34.

Solution 3

To avoid ink smudging when you are working with the following media, remove each sheet as it exits, and allow it to dry:

- Documents with graphics or images
- Photo paper
- Heavyweight matte or glossy paper
- Transparencies
- Labels
- Envelopes
- Iron-on transfers

Note: Transparencies may take up to 15 minutes to dry.

Solution 4

Use a different brand of paper. Each paper brand accepts ink differently and prints with color variations. Use Lexmark photo paper if you are printing photos or other high-quality images.

Solution 5

Use only new, unwrinkled paper.

Solution 6

- 1 Uninstall the printer software, and then reinstall it. For more information, see “Removing and reinstalling the software” on page 47.
- 2 If the software still does not install correctly, visit our Web site at **www.lexmark.com** to check for the latest software.
 - a In all countries or regions except the United States, select your country or region.
 - b Click the links for drivers and downloads.

- c** Select your printer family.
- d** Select your printer model.
- e** Select your operating system.
- f** Select the file you want to download, and follow the directions on the computer screen.



Partial document or photo prints

Check that the paper size being used matches the printer setting.



- 1** From the software application, click **File → Print**.
- 2** Click **Properties, Preferences, Options, or Setup**.
- 3** Click **Paper Setup**.
- 4** Check the paper size.

Jams and misfeeds troubleshooting

Paper jam in the printer

- 1** Press  to turn off the printer.
- 2** Firmly grasp the paper, and gently pull it out.
- 3** Press  to turn the printer back on.

Paper jam in the paper support

- 1** Press  to turn off the printer.
- 2** Firmly grasp the paper, and gently pull it out.
- 3** Press  to turn the printer back on.

Paper or specialty media misfeeds

If paper or specialty media misfeeds or skews, or multiple sheets feed or stick together, try the following solutions.

Solution 1

Load a smaller amount of paper into the printer.

See “Loading various paper types” on page 21 for information about:

- Maximum loading amounts per paper type
- Specific loading instructions for supported paper and specialty media

Solution 2

Load paper with the print side facing you.

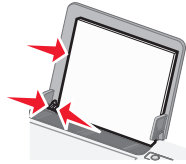
Solution 3

Use only new, unwrinkled paper.

Solution 4

Adjust the paper guide:

- When using media less than 8.5 inches wide
- Against the left edge of the paper or media, making sure it does not buckle



Printer does not feed paper, envelopes, or specialty media

Solution 1

If there is a paper jam, see “Jams and misfeeds troubleshooting” on page 44.

Solution 2

Verify that the specialty media is loaded correctly.

Solution 3

Try loading one page, envelope, or sheet of specialty media at a time.

Solution 4

Make sure the printer is set as the default printer and is not on hold or paused.

1 Click:

- For Windows XP Pro: **Start → Settings → Printers and Faxes.**
- For Windows XP Home: **Start → Control Panel → Printers and Faxes.**
- For Windows 2000 or Windows Vista: **Start → Settings → Printers.**

2 Double-click the name of your printer.

3 Click **Printer**.

- Make sure no check mark appears next to Pause Printing.
- Make sure a check mark does appear next to Set As Default.

Banner paper jams

1 Press  to turn off the printer.

2 Remove the jammed banner paper from the printer.

To keep a banner print job from jamming:

- Use only the number of sheets needed for the banner.
- Select the following settings to enable the printer to feed paper continuously without jamming:
 - 1 With a document open, click **File → Print**.
 - 2 Click **Properties, Preferences, Options, or Setup**.
 - 3 Select the **Paper Setup** tab.
 - 4 From the Paper Size area, select **Banner**.
 - 5 Select **Letter Banner** or **A4 Banner** as the paper size.

- 6 Select **Portrait** or **Landscape**.
- 7 Click **OK**.
- 8 Click **OK** or **Print**.

Blinking power light troubleshooting

Power light blinks slowly

The printer is out of paper in the middle of a print job.
Load more paper. See “Loading paper” on page 21.

Power light blinks rapidly

There is a paper jam.
Clear the paper jam. For more information, see “Jams and misfeeds troubleshooting” on page 44.

Error messages troubleshooting

These messages appear on your computer screen.

Cartridge Alert

One of the print cartridges needs to be replaced soon. The Cartridge Alert warning occurs when a cartridge is 25 percent full, 15 percent full, and five percent full.

Replace the print cartridge with a new cartridge. For more information, see “Removing a used print cartridge” on page 32 and “Installing print cartridges” on page 33.

To order supplies, click **Order Ink** on your computer screen. You can also see “Ordering supplies” on page 36 in this guide.

Black cartridge replacement required

A new black print cartridge needs to be installed.

If available, click the **Continue** button on your computer screen to print using the color print cartridge. (The Continue button is available only at the beginning of a print job.)

Note: A variable amount of ink remains in the black print cartridge.

Follow these steps to replace the black print cartridge in your printer:

- 1 Cancel the print job if not already canceled.
- 2 Replace the black print cartridge with a new cartridge. For more information, see “Removing a used print cartridge” on page 32 and “Installing print cartridges” on page 33.
- 3 Print again.

To order supplies, click **Order Ink** on your computer screen. You can also see “Ordering supplies” on page 36 in this guide.

Color cartridge replacement required

A new color print cartridge needs to be installed.

If available, click the **Continue** button on your computer screen to print using the black print cartridge. (The Continue button is available only at the beginning of a print job.)

Note: A variable amount of ink remains in the color print cartridge.

Follow these steps to replace the color print cartridge in your printer:

- 1 Cancel the print job if not already canceled.
- 2 Replace the color print cartridge with a new cartridge. For more information, see “Removing a used print cartridge” on page 32 and “Installing print cartridges” on page 33.
- 3 Print again.

To order supplies, click **Order Ink** on your computer screen. You can also see “Ordering supplies” on page 36 in this guide.

Black and Color cartridge replacement required

New print cartridges need to be installed.

The print job has been canceled.

Note: A variable amount of ink remains in the black and color print cartridges.

- 1 Replace the print cartridges with new cartridges. For more information, see “Removing a used print cartridge” on page 32 and “Installing print cartridges” on page 33.
- 2 Print again.

To order supplies, click **Order Ink** on your computer screen. You can also see “Ordering supplies” on page 36 in this guide.

Paper Jam

For more information, see “Jams and misfeeds troubleshooting” on page 44.

Out of Paper

The printer is out of paper in the middle of a print job.

Load paper. For more information, see “Loading paper” on page 21.

Removing and reinstalling the software

If the printer is not functioning properly, or if a communications error message appears when you try to use the printer, you may need to remove and reinstall the printer software.

- 1 Click **Start → Programs** or **All Programs → Lexmark 1400 Series**.
- 2 Select **Uninstall**.
- 3 Follow the instructions on the computer screen to remove the printer software.
- 4 Restart the computer before reinstalling the printer software.
- 5 Click **Cancel** on all New Hardware Found screens.
- 6 Insert the CD, and then follow the instructions on the computer screen to reinstall the software.

Note: If the install screen does not appear automatically after you restart your computer, click **Start → Run**, and then type **D:\setup**, where **D** is the letter of your CD-ROM drive.

Notices

Product name:

Lexmark 1400 Series

Machine type:

4127

Model(s):

W31, W21, W01

Edition notice

February 2007

The following paragraph does not apply to any country where such provisions are inconsistent with local law: LEXMARK INTERNATIONAL, INC., PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions; therefore, this statement may not apply to you.

This publication could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in later editions. Improvements or changes in the products or the programs described may be made at any time.

References in this publication to products, programs, or services do not imply that the manufacturer intends to make these available in all countries in which it operates. Any reference to a product, program, or service is not intended to state or imply that only that product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any existing intellectual property right may be used instead. Evaluation and verification of operation in conjunction with other products, programs, or services, except those expressly designated by the manufacturer, are the user's responsibility.

For Lexmark technical support, visit **support.lexmark.com**.

For information on supplies and downloads, visit **www.lexmark.com**.

If you don't have access to the Internet, you can contact Lexmark by mail:

Lexmark International, Inc.
Bldg 004-2/CSC
740 New Circle Road NW
Lexington, KY 40550

© 2007 Lexmark International, Inc.

All rights reserved.

Trademarks

Lexmark, Lexmark with diamond design, and MarkNet are trademarks of Lexmark International, Inc., registered in the United States and/or other countries.

PerfectFinish is a trademark of Lexmark International, Inc.

All other trademarks are the property of their respective owners.

Conventions

Note: A *Note* identifies something that could help you.

Warning: A *Warning* identifies something that could damage your product hardware or software.



CAUTION: A *CAUTION* identifies something that could cause you harm.



CAUTION: This type of CAUTION indicates that you should *not touch* the marked area.



CAUTION: This type of CAUTION indicates a *hot surface*.



CAUTION: This type of CAUTION indicates a *shock hazard*.



CAUTION: This type of CAUTION indicates a *tipping hazard*.

The following notices are applicable if your printer has a wireless network card installed

Noise emission levels

The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

Note: Some modes may not apply to your product.

1-meter average sound pressure, dBA	
Printing	52
Scanning	not applicable
Copying	not applicable
Ready	inaudible

Values are subject to change. See www.lexmark.com for current values.

Waste from Electrical and Electronic Equipment (WEEE) directive



The WEEE logo signifies specific recycling programs and procedures for electronic products in countries of the European Union. We encourage the recycling of our products. If you have further questions about recycling options, visit the Lexmark Web site at www.lexmark.com for your local sales office phone number.

ENERGY STAR



Power consumption

Product power consumption

The following table documents the power consumption characteristics of the product.

Note: Some modes may not apply to your product.

Mode	Description	Power consumption (Watts)
Printing	The product is generating hard-copy output from electronic inputs.	23
Copying	The product is generating hard-copy output from hard-copy original documents.	not applicable
Scanning	The product is scanning hard-copy documents.	not applicable
Ready	The product is waiting for a print job.	5.84
Power Saver	The product is in energy-saving mode.	not applicable
High Off	The product is plugged into a wall outlet, but the power switch is turned off.	5.84
Low Off (<1 W Off)	The product is plugged into a wall outlet, the power switch is turned off, and the product is in the lowest possible power consumption mode.	0.68
Off	The product is plugged into a wall outlet, but the power switch is turned off.	5.84

The power consumption levels listed in the previous table represent time-averaged measurements. Instantaneous power draws may be substantially higher than the average.

Values are subject to change. See www.lexmark.com for current values.

Power Saver

This product is designed with an energy-saving mode called Power Saver. The Power Saver Mode is equivalent to the EPA Sleep Mode. The Power Saver Mode saves energy by lowering power consumption during extended periods of inactivity. The Power Saver Mode is automatically engaged after this product is not used for a specified period of time, called the Power Saver Timeout.

Factory default Power Saver Timeout for this product (in minutes):	>6 seconds
--	------------

Off mode

If this product has an off mode which still consumes a small amount of power, then to completely stop product power consumption, disconnect the power supply cord from the wall outlet.

Total energy usage

It is sometimes helpful to calculate the total product energy usage. Since power consumption claims are provided in power units of Watts, the power consumption should be multiplied by the time the product spends in each mode in order to calculate energy usage. The total product energy usage is the sum of each mode's energy usage.

End-user license agreement

Opening this package, installing the printing device software, or using the print cartridges inside, confirms your acceptance of the following license/agreement: The patented print cartridges contained inside are licensed for a single use only and is/are designed to stop working after delivering a fixed amount of ink. A variable amount of ink will remain in the cartridge when replacement is required. After this single use, the license to use the print cartridge terminates, and the used cartridge must be returned only to Lexmark for remanufacturing, refilling or recycling. **If you do not accept the terms of this single use license/agreement, return this product in its original packaging to your point of purchase.** A replacement cartridge sold without these terms is available at www.lexmark.com.

Index

A

- access cover 13
- Advanced tab 17
- aligning print cartridges 34

B

- banner paper jams 45
- banner paper, loading 23
- Black and Color cartridge replacement required 47
- Black cartridge replacement required 46
- blinking power light troubleshooting
 - power light blinks rapidly 46
 - power light blinks slowly 46
- borderless photos, printing 29
- box contents 11

C

- cards
 - printing 24
- Cartridge Alert 46
- cartridge, print
 - cleaning 34
 - removing 32
 - wiping 35
- cartridges, print
 - aligning 34
 - installing 33
 - preserving 36
- cleaning print cartridge nozzles 34
- coated paper, loading 21
- collating copies 25
- Color cartridge replacement required 46
- Contact Information tab 17
- contents, box 11
- custom-size paper, loading 23

D

- documents, printing 24

E

- emission notices 49
- envelopes
 - loading 22
 - printing 25
- error messages troubleshooting
 - Black and Color cartridge replacement required 47

- Black cartridge replacement required 46
- Cartridge Alert 46
- Color cartridge replacement required 46
- paper jam 47
- Paper Out 47

F

- finding
 - information 7
 - publications 7
 - Web site 7

G

- glossy paper, loading 21
- greeting cards
 - loading 22
 - printing 24

H

- How To tab 17

I

- I Want To menu 18
- index cards
 - loading 22
 - printing 24
- information, finding 7
- ink levels, checking 16
- ink, ordering 16
- installing
 - print cartridges 33
 - printer software 47
- iron-on transfers, loading 21

J

- jams and misfeeds troubleshooting
 - banner paper jams 45
 - paper jam in paper support 44
 - paper jam in printer 44
 - paper or specialty media misfeeds 44
 - printer does not feed paper, envelopes, or specialty media 45

L

- labels, loading 22
- landscape orientation, selecting 18
- last page first 27

- layout, selecting 18
- loading
 - banner paper 23
 - coated paper 21
 - custom-size paper 23
 - envelopes 22
 - glossy paper 21
 - greeting cards 22
 - index cards 22
 - iron-on transfers 21
 - labels 22
 - paper 21
 - photo cards 22
 - photo paper 21
 - postcards 22
 - transparencies 22

M

- Maintenance tab 17

N

- noise emission levels 49
- notices 48, 49, 50
- N-up feature 26

O

- ordering supplies 36
- orientation, changing
 - landscape 18
 - portrait 18

P

- page does not print 39
- paper exit tray 13
- paper guide 13
- paper jam 47
- paper jam in paper support 44
- paper jam in printer 44
- paper or specialty media misfeeds 44
- Paper Out 47
- Paper Setup tab
 - changing orientation 18
 - changing paper size 18
- paper sizes, specifying 18
- paper support 13
- paper, loading 21
- partial document or photo prints 44
- parts
 - access cover 13

- paper exit tray 13
- paper guide 13
- paper support 13
- power button 13
- power supply 14
- USB port 14
- photo cards, loading 22
- Photo Packages 30
- photo paper, loading 21
- photos
 - printing 29
 - printing borderless 29
 - printing from a Web page 28
 - printing using Print Properties 29
- poor quality at the edges of the page 42
- poor text and graphic quality 43
- portrait orientation, selecting 18
- postcards
 - loading 22
 - printing 24
- power button 13
- power light blinks rapidly 46
- power light blinks slowly 46
- power light is not lit 38
- power supply 14
- print cartridge
 - cleaning 34
 - removing 32
 - wiping 35
- print cartridge nozzles, cleaning 34
- print cartridges
 - aligning 34
 - installing 33
 - preserving 36
- print cartridges, ordering 16
- Print Layout tab
 - changing document type 18
 - duplexing 18
- Print Properties
 - I Want To menu 18
 - opening 17
 - Options menu 18
 - Paper Setup tab 18
 - Print Layout tab 18
 - Print Properties tabs 18
 - Quality/Copies tab 18
 - Save Settings menu 18
- print speed is slow 41
- print troubleshooting
 - improving print quality 34, 41
 - partial document or photo prints 44

- poor quality at the edges of the page 42
- poor text and graphic quality 43
- print speed is slow 41
- printer does not print or respond 42
- printer does not feed paper, envelopes, or specialty media 45
- printer does not print or respond 42
- printer software
 - reinstalling 47
 - removing 47
 - using 15
- printer software settings
 - resetting to defaults 20
- Printer Status dialog 16
- printing
 - cards 24
 - collated copies 25
 - documents 24
 - envelopes 25
 - greeting cards 24
 - index cards 24
 - last page first 27
 - multiple pages on one sheet 26
 - Photo Packages 30
 - photos 29
 - photos using Print Properties 29
 - postcards 24
 - reverse page order 27
 - transparencies 27
 - Web page 27
 - Web page, photos only 28
- publications, finding 7

Q
Quality/Copies tab 18

R
recycling

- Lexmark products 37
- WEEE statement 49

removing print cartridge 32

reverse page order 27

S
safety information 2

setup troubleshooting

- page does not print 39
- power light is not lit 38
- software does not install 38

software

- Print Properties 17
- removing and reinstalling 47

Solution Center 16

Toolbar 19

- using 15

software does not install 38

software settings, printer

- resetting to defaults 20

Solution Center

- Advanced tab 17
- Contact Information tab 17
- How To tab 17
- Maintenance tab 17
- opening 16
- Printer Status dialog 16
- Troubleshooting tab 17
- using 16

supplies, ordering 36

T
Toolbar

- printing a Web page 27
- printing only the photos from a Web page 28
- using 19

transparencies

- loading 22
- printing 27

Troubleshooting tab 17

troubleshooting, blinking power light

- power light blinks rapidly 46
- power light blinks slowly 46

troubleshooting, error messages

- Black and Color cartridge replacement required 47
- Black cartridge replacement required 46
- Cartridge Alert 46
- Color cartridge replacement required 46
- paper jam 47
- Paper Out 47

troubleshooting, jams and misfeeds

- banner paper jams 45
- paper jam in paper support 44
- paper jam in printer 44
- paper or specialty media misfeeds 44
- printer does not feed paper, envelopes, or specialty media 45

troubleshooting, print

- improving print quality 34, 41
- partial document or photo prints 44

- poor quality at the edges of the page 42
- poor text and graphic quality 43
- print speed is slow 41
- printer does not print or respond 42
- troubleshooting, setup
 - page does not print 39
 - power light is not lit 38
 - software does not install 38

U

- USB port 14

V

- viewing 31

W

- Web page
 - printing 27
 - printing only the photos 28
- Web site
 - finding 7